



10-21-04

RCE *[signature]*

**U.S.P.S. EXPRESS MAIL "POST OFFICE TO ADDRESSEE" SERVICE  
DEPOSIT INFORMATION**

Express Mail Label No.: EV 327175406 US

Date of Deposit: October 20, 2004

**BRINKS  
HOFER  
GILSON  
& LIONE**

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Appln. of: Missinhoun, Jean L.  
Appln. No.: 09/608,293  
Filed: June 30, 2000  
For: SYSTEM AND METHOD FOR PROVIDING  
A MULTI-CHANNEL CUSTOMER  
INTERACTION CENTER  
Attorney Docket No: 10022/225

Examiner: Boyce, Andre D.  
Art Unit: 3623

Mail Stop RCE  
Commissioner for Patents  
U.S. Patent and Trademark Office  
P. O. Box 1450  
Alexandria, VA 22313-1450

**REQUEST FOR CONTINUED EXAMINATION (37 C.F.R. § 1.114)**

Sir:

Applicant(s) requests continued examination of the above-identified application under 37 C.F.R. §1.114.

☒ Submission under 37 CFR 1.114 (*check at least one of the following*):

☐ Previously submitted:

- ☒ Applicant(s) requests nonentry of any previously-filed unentered amendments.
- ☐ Please enter and consider the Amendment After Final Under 37 C.F.R. §1.116 previously filed on \_\_\_\_\_
- ☐ Consider the arguments in the Appeal Brief or Reply Brief previously filed on \_\_\_\_\_  
10/22/2004 WASFAW1 00000074 09608293
- ☐ Other: \_\_\_\_\_ 01 FC:1801 790.00 OP

☒ Attached is/are:

- ☐ An Information Disclosure Statement
- ☒ An Amendment to the written description, claims, or drawings
- ☐ New Arguments and/or New Evidence in support of Patentability
- ☐ Other: \_\_\_\_\_

☐ Request for suspension of action:

Applicant(s) hereby request suspension of action on the above-identified application under 37 C.F.R. §1.103(c) for a period of \_\_\_\_\_ months. (Period of suspension shall not exceed 3 months; requires Processing Fee under 37 C.F.R. §1.17(i)).

☐ Small Entity Status:

☐ Applicant hereby asserts entitlement to claim small entity status under 37 CFR §§ 1.9 and 1.27.

☐ A small entity statement or assertion of entitlement to claim small entity status was filed in prior application no. \_\_\_\_\_ / \_\_\_\_\_ and such status is still proper and desired.

☐ Is no longer desired.

☒ Applicant(s) calculate the following fees to be due in connection with this Request:

☒ A Request fee of \$790 under 37 C.F.R. §1.17(e).

☐ A suspension processing fee of \$\_\_\_\_\_ under 37 C.F.R. §1.17(i).

☐ An additional filing fee of \$\_\_\_\_\_ under 37 C.F.R. §1.16 (\_\_\_\_\_ additional independent claims and/or \_\_\_\_\_ additional total claims).

☒ An extension fee of \$980 under 37 C.F.R. §1.17(a) for a three-month extension of time.

☒ Fee payment to cover the above-enumerated fee(s):

☒ Checks totaling \$1770 are enclosed.

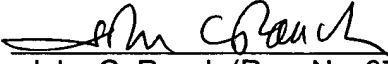
☐ Please charge Deposit Account No. 23-1925 (BRINKS HOFER GILSON & LIONE) in the amount of \$\_\_\_\_\_. A copy of this Request is enclosed for this purpose.

☐ A payment by credit card in the amount of \$\_\_\_\_\_ (Form PTO-2038 is attached).

☒ The Commissioner is hereby authorized to charge payment of any additional filing fees required under 37 CFR § 1.16 and any patent application processing fees under 37 CFR § 1.17 associated with this paper (including any extension fee required to ensure that this paper is timely filed), or to credit any overpayment, to Deposit Account No. 23-1925 (BRINKS HOFER GILSON & LIONE). A copy of this Request is enclosed for this purpose.

Respectfully submitted,

10/20/2004  
Date

  
John G. Rauch (Reg. No. 37,218)



U.S.P.S. EXPRESS MAIL "POST OFFICE TO ADDRESSEE" SERVICE  
DEPOSIT INFORMATION

Express Mail Label No.: EV 327175406 US

Date of Deposit: October 20, 2004

BRINKS  
HOFER  
GILSON  
& LIONE

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Appln. of: Missinhoun, Jean L.

Appln. No.: 09/608,293

Filed: June 30, 2000

For: SYSTEM AND METHOD FOR PROVIDING  
A MULTI-CHANNEL CUSTOMER  
INTERACTION CENTER

Examiner: Boyce, Andre D

Art Unit: 3623

Attorney Docket No: 10022/225

Mail Stop RCE  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

TRANSMITTAL

Sir:

Attached is/are:

- ☒ Checks for \$790 and \$980; Request for Continued Examination (37 CFR Section 1.114), in duplicate;  
Petition and Fee for Extension of Time, in duplicate; Amendment
- ☒ Return Receipt Postcard

Fee calculation:

- ☒ No additional fee is required.
- ☐ Small Entity.
- ☐ An extension fee in an amount of \$\_\_\_\_\_ for a \_\_\_\_\_-month extension of time under 37 C.F.R. § 1.136(a).
- ☐ A petition or processing fee in an amount of \$\_\_\_\_\_ under 37 C.F.R. § 1.17(\_\_\_\_\_).
- ☐ An additional filing fee has been calculated as shown below:

					Small Entity			Not a Small Entity	
	Claims Remaining After Amendment		Highest No. Previously Paid For	Present Extra	Rate	Add'l Fee	or	Rate	Add'l Fee
Total	12	Minus	20	0	x \$9=			x \$18=	0
Indep.	2	Minus	3	0	x 44=			x \$88=	0
First Presentation of Multiple Dep. Claim					+\$150=			+\$300=	
					Total	\$		Total	\$0

Fee payment:

- ☒ Checks in the amounts of \$790 and 980 are enclosed.
- ☐ Please charge Deposit Account No. 23-1925 in the amount of \$\_\_\_\_\_. A copy of this Transmittal is enclosed for this purpose.
- ☒ The Director is hereby authorized to charge payment of any additional filing fees required under 37 CFR § 1.16 and any patent application processing fees under 37 CFR § 1.17 associated with this paper (including any extension fee required to ensure that this paper is timely filed), or to credit any overpayment, to Deposit Account No. 23-1925.

Respectfully submitted,

John G. Rauch (Reg. No. 37,218)

Date

10/20/2004



U.S. EXPRESS MAIL "POST OFFICE TO ADDRESSEE" SERVICE DEPOSIT INFORMATION	
Express Mail Label No.:	EV 327175406 US
Date of Deposit:	October 20, 2004

Our Case No. 10022/225  
Accenture ref. 01095-00/US

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of:	)	
	)	
Missinhoun, Jean L.	)	
	)	Examiner Boyce, Andre D.
Serial No. 09/608,293	)	
	)	
Filing Date: June 30, 2000	)	Group Art Unit No. 3623
	)	
For	)	
SYSTEM AND METHOD FOR	)	
PROVIDING A MULTI-CHANNEL	)	
CUSTOMER INTERACTION	)	
CENTER	)	

**AMENDMENT**

Mailstop RCE  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

This Amendment is submitted in conjunction with a Request for Continued Examination under 37 C.F.R. § 1.114. Please amend the application as follows:

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks** begin on page 8 of this paper.